

# Commission on Streamlining Government

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## Advisory Group on IT Integration Minutes of Meeting Thursday November 5, 2009

**DATE APPROVED: November 19, 2009**

### I. CALL TO ORDER

A meeting of the Advisory Group on IT Integration was held on Thursday, November 5, 2009 in Room A-B at the State Capitol in Baton Rouge, Louisiana. The chairman, Senator Mike Michot, called the meeting to order at 1:10 p.m.

### II. ROLL CALL

The chairman called the roll and the following was noted:

#### **MEMBERS PRESENT:**

Senator Mike Michot  
Patrick Thompson  
Della Bonnette

#### **MEMBERS ABSENT:**

Senator Duplessis  
Commissioner Angele Davis

#### **STAFF PRESENT:**

J. W, Coordinator  
Cheryl Horne, Attorney  
Jay Lueckel, Budget Analyst  
Evan Brasseaux, Education Section Director  
Michael Boutte, Sr. Auditor

**WITNESSES:**

Kellie Benoit, NIC  
Angela Nordstrom, NIC  
Audra E. Ryan - Jones, Xerox  
Michele Devall, Xerox  
Rhonda Lea, Xerox  
Jim Robshaw, Cisco Systems  
Mark Drennen, Cisco Systems  
Jackie Bobbet, Louisiana Dept. of Education  
Ken Bradford, Louisiana Dept. of Education  
Tommy Benoit, Office of Group Benefits  
Charles Jumonville Jr., Office of Group Benefits

**III. APPROVAL OF MINUTES**

Senator Michot made a motion to approve the minutes from the October 21, 2009, advisory group meeting. There being no objection, said minutes were adopted.

**IV. PRESENTATIONS**

Sen. Michot introduces Tommy Benoit, with the Office of Group Benefits (OGB). Mr. Benoit gives a brief overview of the agency and explains how it is a part of the division of administration. He states that the agency provides health care benefits for over 240,000 active and retired employees. OGB participating employers include over 371 government entities including all state agencies, colleges and universities, elementary and secondary school systems, the legislature, judiciary, and other governmental units. OGB offers 4 health plans that are generally available to all active and retired employees including their PPO, EPO, and HMO plans that are all self insured and also medical home plan which began about a year ago. He explains that starting July 1, 2010 OGB will offer a high-deductible health plan with a health savings account and is in the process of procuring this plan. He states that it will be necessary for IT programming to implement a new plan. Mr. Benoit concludes his overview and turns the presentation over to Charles Jumonville Jr., Chief Information Officer with the Office of Group Benefits.

Mr. Jumonville begins the presentation by starting with the IT section at a glance. He states the IT section has 52 full time employees and 14 part-time employees. It works out to 79% full time staff and 21% part-time with a total of 66 employees. OGB IT staff has over 800 years combined experience including part time employees with an average of 12 years of IT experience and that the average experience level for full-time employees is 15 years. He continues the presentation by discussing OGB IT innovations and how they are constantly seeking innovative ways to provide information to their stakeholders faster and more effectively. He talks about OGB eEnrollment system and their electronic interface with ISIS. He explains the PPO Claim processing and payment system.

**To view this presentation you can access it at [www.legis.state.la.us](http://www.legis.state.la.us), Streamlining Government Commission- Advisory Group on IT Integration Presentations**

Sen. Michot asks what is the average time for processing and paying claims. Mr. Jumonville states on PPO's it takes two days. Sen. Michot wants to know if the state typically pays a percentage of the state employees premiums or do they pay a hundred percent of the premium. Mr. Benoit states that under the statutes the state pays seventy five percent of the premiums for active employees plus fifty percent to the additional cost for dependent coverage. For the retirees that pay seventy five percent of the entire premium it averages out to two-thirds of the total premium which is paid by the state and one-third by the employee. Mr. Benoit states that OGB is entirely funded by their premium collection.

Sen. Michot asked if OGB offered competitive premiums with Blue Cross and other providers. Mr. Benoit states that their premiums are competitive. He states they do have retired employees who are not yet over 65 years of age and are not yet eligible for Medicare for which the state will provide primary coverage for them. He explains that two-thirds of the school system in the state have elected to participate in OGB plan. Many of the larger school systems have their own self insured plans.

Mr. Thompson asks if most of OGB applications are customized. Mr. Jumonville states that OGB has some software packages they do buy and do customization on them. Mr. Thompson asks if they are interfaced with the statewide human resource payroll system. Mr. Jumonville states that yes they are on the statewide system and it is ISIS that they use.

Sen. Michot asks the committee if they have any more questions there being none he thanks OGB for their presentation.

Sen. Michot introduces Jackie Bobbet with the Louisiana Department of Education (DOE). Ms. Bobbet works with the text book adoption process. She begins her presentation with handouts and an overview of digital textbooks. She explains this presentation is about Open Educational Resources (OER) and that this is a relatively new area. She states that she had a meeting in Arlington, Virginia recently to talk about this aspect with legislators, Bese board, and various stakeholders. She explains the difference between Ebooks which are electronic books that are similar to text books but have CD Rom formats or online web base. She talks about the pros and cons and potential barriers on how OER would work.

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Sen. Michot asks if there is any state law that would prohibit the state to move forward with OER program. Ms. Bobbet states she is not aware of anything that would prohibit this movement in this area. Sen. Michot asks who would need to help make this happen. Would it be the superintendent or Bese. She explains those answers are not known and that she would have to look into this and see where OER would fit into the direction that the department is already headed to. She states that the Hewlett Foundation would like for the department to take a look into the usefulness of OER. Sen. Michot states that maybe a resolution could be drafted for the 2010 regular session to urge Bese to move into this direction.

Mr. Thompson asks if there is vision for the DOE to one day have a computer on every desk of a student. Ms. Bobbet responds not necessarily, but, there are some district who have laptops for some of their students. Mr. Thompson states that sometimes those investments

are worth looking into. Ken Bradford with the division of instructional technology with DOE states that there is a federal no child left behind program. Mr. Thompson states that the company he works for donates computers that are obsolete. Maybe these types of computers could be donated from businesses and used in the education programs. Ms. Bobbet states that the department does provide the digital version or Etext-books with the text books that are approved at this time.

Sen. Michot asks the committee if they have any more questions there being none he thanks DOE for their presentation.

Sen. Michot introduces Audra Ryan - Jones, vice president with the Xerox global services. Ms. Jones begins the presentation with handouts and an overview of Xerox corporation today and its capabilities and solutions in dealing with constituents communications, business process outsourcing and enterprise managed print services. She begins with Xerox recommendations on how to streamline with state government. Rhonda Lea with Xerox finishes the presentation by explaining how Xerox could help to achieve these goals.

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Sen. Michot asks if any of these proposals have been made to state government. Michelle Devall with Xerox states that there are no contract vehicles in place for them to easily procure this method. Ms. Bonnette states they have touched on an issued that is worth looking at with the benefit of savings. She explains that many agencies do not have control printing and there is no one looking at the broad picture. Sen. Michot states that this is something that could be implemented and could maybe been done through the division. Mr. Thompson states that the state should include printing as part of the scope of the consolidation effort and to make it sustainable and centralize the procurement function over print functions. Sen. Michot asks if the state leases duplication equipment are do we purchase it. Ms. Devall states that typically the state agencies rent and if there are federal funds available they will acquire the equipment.

Sen. Michot asks the committee if they have any more questions there being none he thanks Xerox for their presentation.

Sen. Michot asks J. W. Wiley what is the process of taking recommendations to the full commission. Mr. Wiley states the committee can make the recommendations now are they can be made at the next commission meeting. He states if the recommendations are made now they will be received by the commission and sent back to the advisory group on IT Integration. If they are accepted during the commission meeting they will still be sent back to the IT advisory group. Either way they will be sent back to this advisory group and be heard at the next IT meeting during the public comment period. Sen. Michot would like to make a motion to offer these recommendation to the full commission at the next week meeting. There begin no objections the recommendations will be heard at the next full commission meeting. Mr. Wiley reads the recommendations into the record. The recommendations are as follows.

- Utilize managed print services.
- Enable contracting methodology for value added services that transform the way employees work and improve constituent services.
- Research outsourcing print and mail infrastructure across all agencies and departments
- Research outsourcing imaging and content management services for ERP integration.

Sen. Michot asks if there are any objections to these recommendations there being none the recommendations will be forward to the full commission.

Sen. Michot introduces Jim Robshaw, with Cisco Systems and Mark Drennen, with Corner Stone Government Affairs. Mr. Robshaw begin the presentation with handouts and an overview of what Cisco system is. He states that Cisco is a leading technology provider of internet base devices. He explains Cisco's IT vision, strategy and execution, consolidation/ virtualization and financial benefits.

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Mr. Thompson asks what the volume of business that Cisco does with the state today. Mr. Robshaw states the total revenue the state spends with Cisco is 30 million dollars.

Sen. Michot asks the committee if they have any more questions there being none he thanks Cisco for their presentation.

Sen. Michot introduces Angela Nordstrom, with NIC incorporated. Ms. Nordstrom begins her presentation with a brief overview on work that NIC is doing with 23 states in providing eGovernment services across their states. She states they would like to present to the committee another idea that some states have used in outsourcing their eGovernment functionally.

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Ms. Bonnette asks if they could explain their funding model again. Ms. Nordstrom states that out of the application they deploy online about twenty percent are government to business applications.

Sen. Michot asks the committee if they have any more questions there being none he thanks NIC for their presentation.

Sen. Michot states that the committee has a set of recommendations that have been distributed and need to be voted on so they can be sent to the full commission and sent back to IT advisory group for pubic comment. Mr. Wiley states that recommendation number seven was divided out into two recommendations one will be 7A and the other number 10. Mr. Wiley states that on all the original recommendations they need to be confirmed, amended or withdrawn. The individual recommendation by Sen. Michot concerning digital textbooks also needs to be voted on by the IT advisory group. Mr. Wiley states the first recommendation to be amended and voted on is AGIT2. Sen. Michot asks if there is any objection to this

amendment, there being no objection the recommendation is amended and reported as amended. The next recommendation to be voted on is AGIT#7 which will be amended as AGIT#7A. Sen. Michot asks if there is any objection to this amendment, there being no objection the recommendation is amended, and reported as amended. The next recommendation to be voted on is AGIT#10. Sen. Michot asks if there is any objection to this amendment, there being no objection the recommendation is amended and reported as amended. The next recommendation to be voted on is AGIT#9. Sen. Michot asks if there is any objection to this amendment, there being no objection the recommendation is amended and reported as amended.

Mr. Wiley now moves to vote on the other recommendations which have no amendments attached to them. He states the committee can confirm these recommendations they are AGIT #1, #3, #4, #5, #6 and #8. Sen. Michot asks if there are any public comments concerning these recommendations there being none, Ms. Bonnette makes a motion to report as confirmed. There being no objections the recommendations are reported as confirmed. Mr. Wiley states the last to be voted on is proposal# Micot #01 which has no amendments attached to it. Ms. Bonnette makes a motion to report favorable, there being no objections the recommendation is reported favorably.

## **ADJOURNMENT**

Senator Mike Michot made a motion to adjourn without objections. There being no further business, the meeting was adjourned at 3:33 p.m.

NOVEMBER 19, 2009

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**DATE APPROVED**

  

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**Senator Mike Michot, Chairman**